



Click & Drop
Connecting Royal Mail Print Assist



How to connect Royal Mail Print Assist

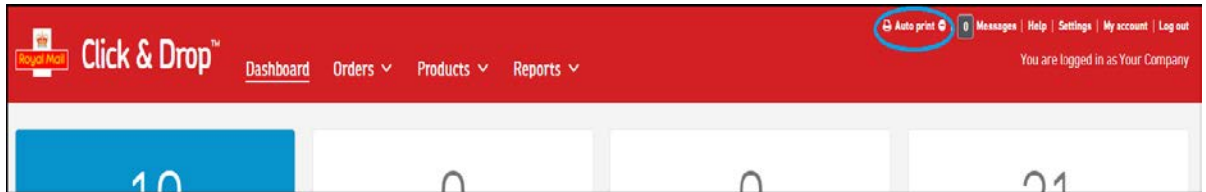
Royal Mail Print Assist allows you to print your labels instantly as you generate labels in Click & Drop, with no clicks required.

With Print Assist, any time you generate a label in Click & Drop, it will print automatically.

For this feature to be activated, you will first need to contact our [Shipping Support team](#).

Once the feature is activated, the Print Assist icons will appear at the top of your Click & Drop dashboard as circled below. To install Print Assist, click the icon.

Please note that Print Assist is only for Windows or macOS operating systems. You may require permissions to install the software on your computer or device.



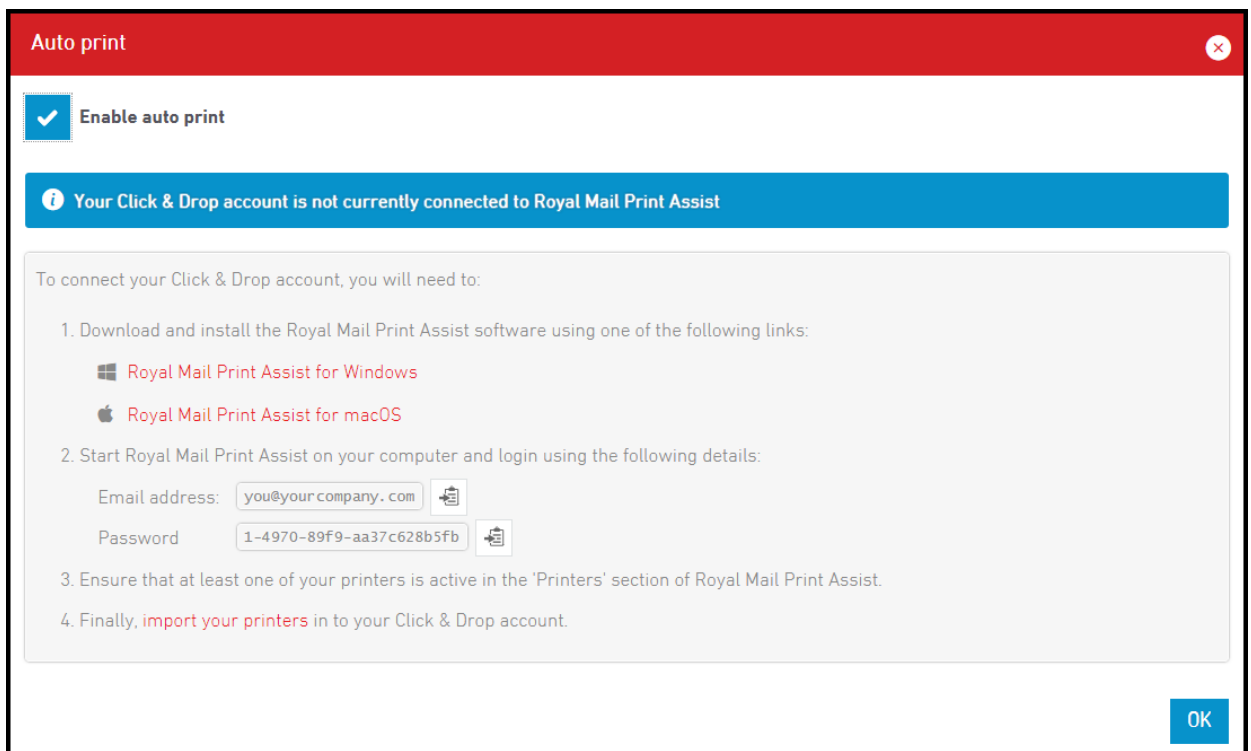
A separate pop up window will open. Check the 'Enable auto print' box.



Once you have checked the box, you will receive the links to install the required software along with your Print Assist email address and password.

Please note that the password is generated for you and cannot be changed. We advise you to make a note of this password. You will only need to use it to connect to Print Assist for the first time.

Click the link to download Print Assist for your operating system.



If the link is not visible, you can find the locations here:

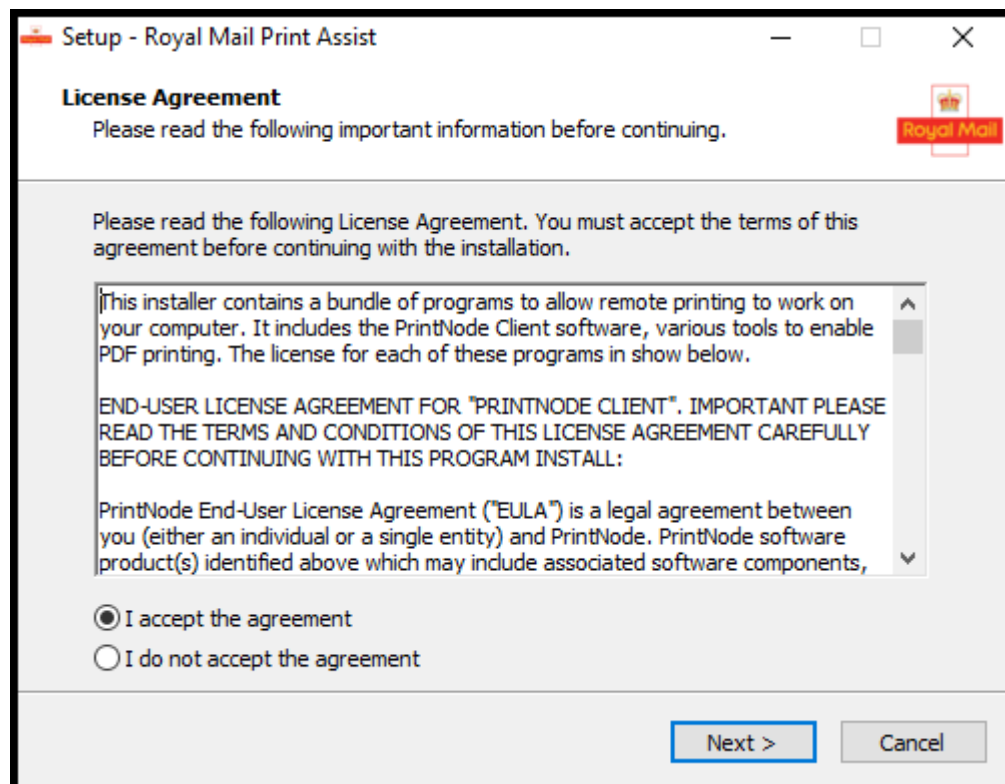
[Print Assist client for Windows](#)

[Print Assist client for Mac](#)

Please note that Print Assist is not compatible with Windows XP. If you run Windows XP, we strongly recommend upgrading your system.

The installation wizard will appear.

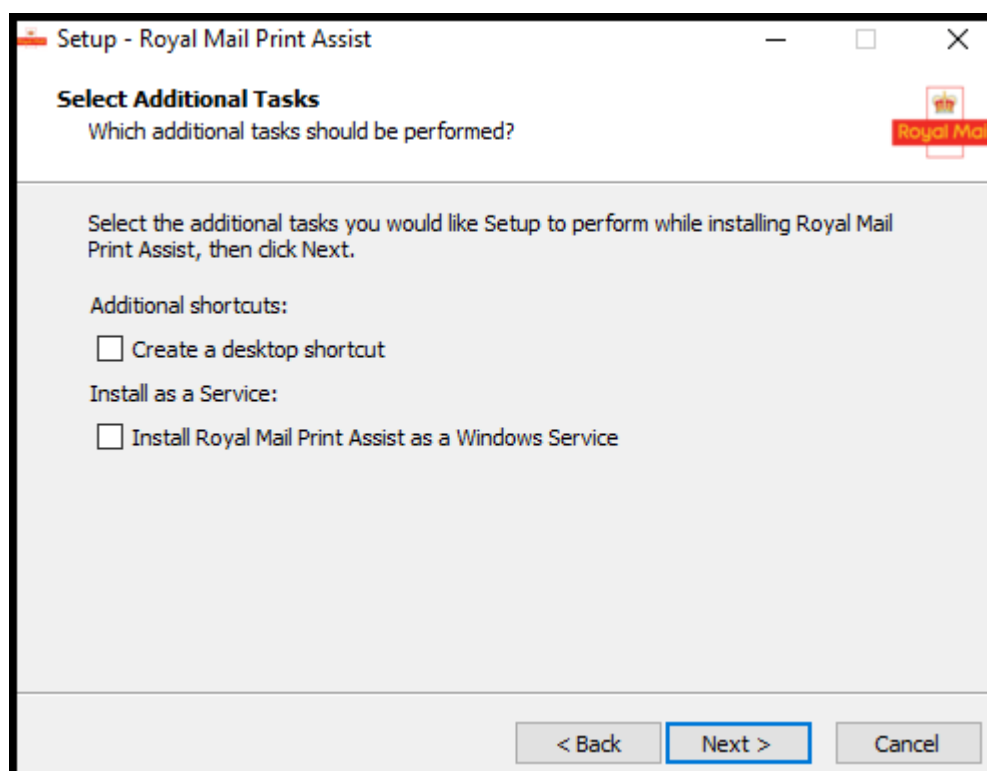
Please read and accept the licensing agreement, and follow the on-screen instructions to download Print Assist onto your computer or device.

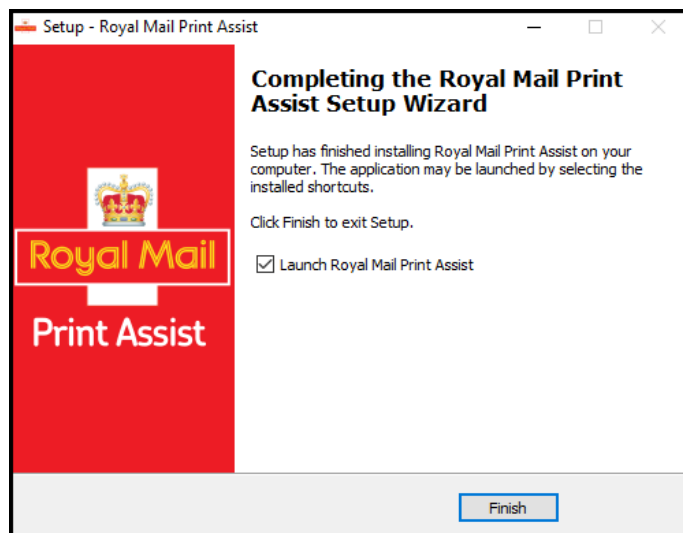


Important note:

On the next window, please ensure that you leave the 'Install Royal Mail Print Assist as a windows Service' unchecked.

Click the 'Next' button to continue.

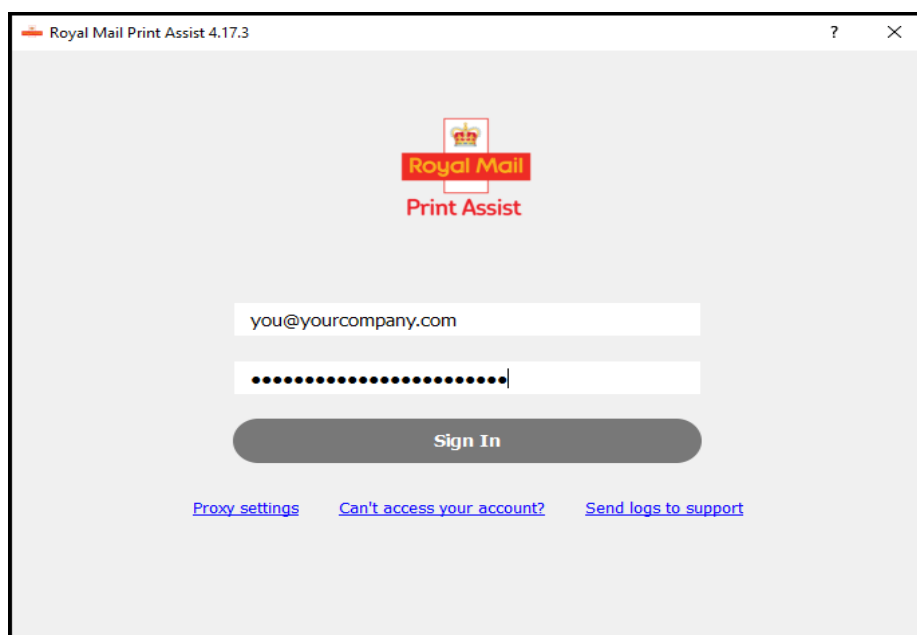




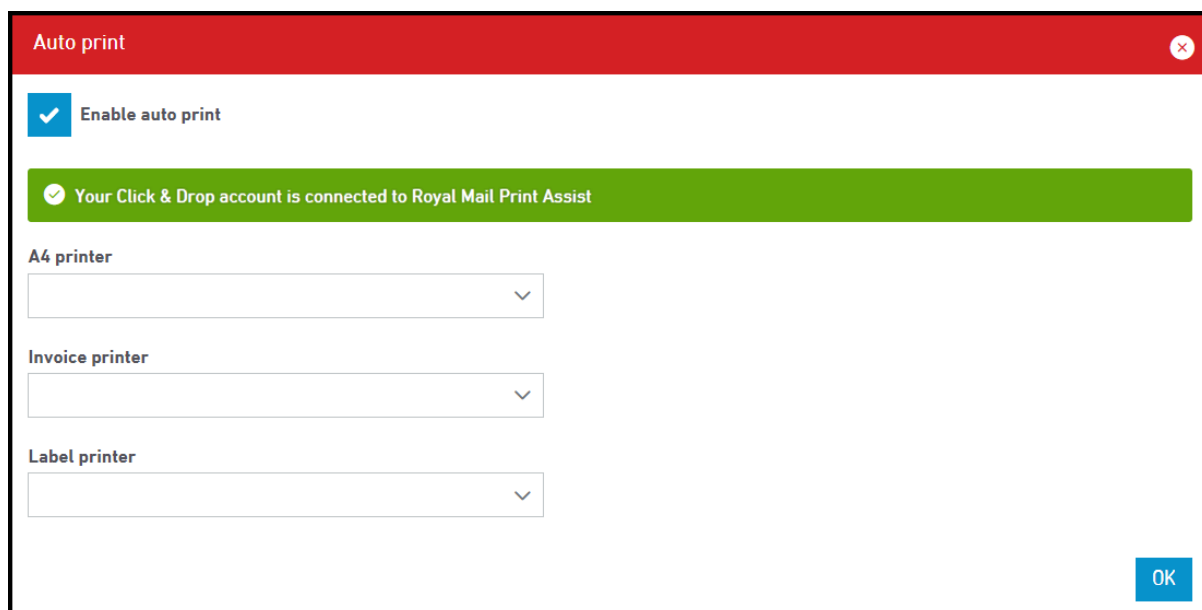
Once the installation process is finished, you will be presented with this page.

Copy and paste the Print Assist email and password from Click & Drop into the required fields, and click the 'Sign in' button when finished.

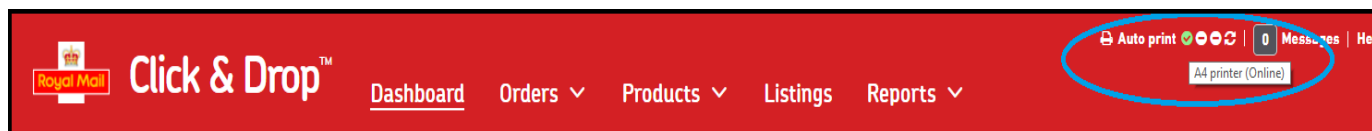
Print Assist will now show as connected to your Click & Drop account.



Using the drop-down boxes, you will need to associate each printer type to the printers you have connected to your computer or device. You can do so by selecting the correct printer from the list. Click the 'OK' button when you have finished. You can change your printers again at any time.



Once you have selected your printer or printers, the Print Assist icons will change to green ticks to show which of your printers is connected successfully.



To disable Print Assist, click the icon again and un-check the 'Enable auto print' box again at any time.

Help with Print Assist connection issues

If your Print Assist connection is not correctly working, please try the following:

- For the Print Assist icons to be showing as active, your printers must be switched on and correctly connected to your computer or device.
- Certain antivirus software and popup blockers can affect the installation process. If you are unable to view the installation pop-up windows, you may need to temporarily disable this software until the installation is complete
- Some printers may incorrectly display that a document is still in 'printing' status in the print queue, even when the document has been printed successfully. You may need to remove the job from the queue to be able to continue printing labels.